

FROM THE DIRECTOR'S OFFICE: *Building on the Basics*

Welcome to News & Views, the Office of State Employment Relations' newsletter for state supervisors and other non-represented employees. This issue continues the practical focus of last issue's "Back to Basics" theme. You'll find articles that deal with some core state employment practices and policies, including performance improvement, agency affirmative action efforts, and the employee assistance program. These articles are linked to a broader goal of keeping our state government workforce engaged, productive, and healthy so that we make the most of the contributions that all state employees have to offer to the State of Wisconsin.



Karen Timberlake
Director, OSER

I'd like to highlight some recent, and in some cases ongoing, activities at the Office of State Employment Relations and around state government that likewise are designed to make the best use of our valuable state employee workforce. First, OSER has been working hard over the past several months to promote workforce-planning efforts by state agencies. Workforce planning is, in a nutshell, a structured approach for aligning the talents and abilities of our employees with the anticipated needs of the organization, in our case state government. An article describing this initiative was included in the last newsletter, and a follow-up article highlighting one aspect of workforce planning is included in this newsletter. In addition, I invite you to visit our new state workforce planning web site at <http://workforceplanning.wi.gov/> for more detailed information about why workforce planning is so important and what it entails.

OSER also continues to work on an enterprise-wide review of the state's human resource functions, with a goal of improving the flexibility and efficiency of our civil service policies and procedures while retaining our core values of merit-based selection, equal employment opportunity, and fair treatment of employees. This initiative is tied to a broader review of state government administrative services, directed by Governor Doyle, to improve and streamline the business processes of state government. Again, the essence of this initiative is to examine how we can best align and utilize our resources to move Wisconsin forward and realize a brighter future for all of Wisconsin's citizens.

Finally, I want to highlight a couple of recent initiatives that underscore the importance of approaching our state employees not just as "human resources," but as human beings. To make the most of what each individual has to offer in the workplace, we can't lose sight of the whole person. What would you say are the basic requirements for your productivity on the job and your personal happiness? It almost goes without saying that people can improve their happiness and production both at work and in all of their lives, through conscious efforts to attain and maintain good health.

Two programs have taken this truism to heart by focusing attention on the health of our state employees and other citizens of Wisconsin. First, many of you may have participated in the "Governor's Challenge" this spring. This program — which is ongoing — challenges

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Special points of interest:

- Look for "Building on the Basics" information in this issue
- What's an arbitration?
- Workforce Diversity Best Practices
- 100 Years of Civil Service Announced



State of Wisconsin
Office of
State Employment Relations
101 E. Wilson Street.
Madison, WI 53703
(608) 266-9820
<http://oser.state.wi.us>

BUILDING ON THE BASICS (Cont.)

(Continued from page 1)

Wisconsin citizens to commit to 30 minutes of physical activity of their choosing, five days a week, for six weeks. The program is designed to get Wisconsinites moving so they can see how easy it is to make physical fitness part of their everyday lives. The Governor strongly encouraged state agencies and state employees to participate in the program this past spring and early summer. Agencies sponsored some very creative activities that matched the constraints of the workplace, ranging from a "Poker Walk" through the Capitol Square area, devised by the Department of Commerce, to a "Walk to the Moon" stair-climbing challenge at the Department of Administration, Division of State Facilities. The Governor recently commended the departments for their innovative programs. I'm hoping that we can make the fitness challenge an annual event and draw more state employee participants in each year to come.

Second, you will find a new emphasis on employee health and wellness in another newsletter that crosses your desk – ***The Safe Side: Know Risk***, published by the state risk management program. The editorial board of ***The Safe Side: Know Risk***, recognizing that the newsletter's content has expanded beyond workplace safety to encompass a broader focus on health and wellness issues for employees, recently decided to make this change official. Look for this change in the next issue of ***The Safe Side: Know Risk***, coming soon.

OSER's mission is to provide innovative human resources leadership and strategic direction to Wisconsin state government in order to maximize the quality and diversity of the state's workforce. To us, maximizing the quality of the workforce means looking at *all* the ways we can keep our workforce engaged, productive, and healthy. I hope this issue of ***News and Views*** provides you with some practical information that helps you, as a state employee or supervisor, to contribute to this mission.

WORKFORCE PLANNING: IT ALL STARTS WITH ANALYSIS

By Patricia M. Almond

Workforce planning is a process that works with a strategic business plan to assist in meeting an organization's goals.

OSER has over the last six months worked with agencies to develop a workforce planning web site, <http://workforceplanning.wi.gov>. Seven primary components of a workforce plan have been identified: workforce analysis, recruitment, employee retention, staff development, leadership development, succession planning and competencies. Each of these components on the web site is being populated with best practices for agencies to utilize as they do their own workforce plans. These components all need to be considered in terms of plan creation and implementation.

As your agency works to plan for the future, the first step must be an analysis of where the agency's workforce is and where it needs to be. Workforce analysis is the tool that accomplishes this.

Workforce analysis is the foundation of any good workforce plan. It involves three distinct phases including supply analysis, demand (or needs) analysis and gap analysis. Altogether, this process yields information that can be melded together

with the other components of workforce planning to form a strategic workforce plan to cope with the workforce challenges of the future.

Supply analysis is the evaluation of current human resources of the organization. It asks questions such as:

- What are the current demographics of our workforce? (longevity, gender, ethnicity, disability status, full/part time, classified/LTE, etc.)
- How many people are performing each job?
- Where are the jobs located?
- What is the likelihood of attrition through retirements?

Demand/needs analysis is the evaluation of future needs of the organization. It asks questions such as:

- How many people are needed in the future to perform each job?
- What knowledge, skills, and abilities (KSAs) or competencies are needed to perform anticipated job functions?
- What technology changes will be made that will affect business processes?
- What processes could be done more efficiently or ef-

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WORKFORCE PLANNING (CONT.)

(Continued from page 2)

- fectively?
- What are the organization's short, medium and long-term strategic goals?

Gap analysis is the comparison of supply and demand. It asks:

- What resources do we have?

- What resources will we need?
- Where are there gaps?

From these results, plans can be developed to make sure staff is properly deployed, skills are being utilized or developed and goals are being met. A workforce analysis should be reviewed periodically to identify new trends and factors so agencies can respond quickly and effectively to change.

AN ARBITRATION?? WHAT IS INVOLVED??

By David Vergeront

You have taken some action that has affected an employee or group of employees because of some misconduct or a change in a work schedule; the employee(s) or the union files a grievance. Several months later a Labor Relations Specialist/Chief from OSER contacts you to advise that the grievance is headed to arbitration. You have never been involved in an "arbitration" and you wonder — what is involved?

Arbitration is the final stage of a process that the State and the unions have agreed to as a means to resolve grievances that arise under the contracts. An arbitration is a quasi-judicial hearing; it is presided over by an arbitrator who is selected by the parties from a list of available arbitrators. An arbitration is similar to a trial, but not as formal. In an arbitration that was prompted by discipline, the State has the burden of going first, as well as the burden of proving that there was just cause for the discipline. In an arbitration that does not involve discipline (e.g. a work schedule is changed), the union has the burden of going first, as well as the burden of proving that there was a violation of the contract.

Prior to the hearing, the OSER staff handling the arbitration will contact you to set up a meeting to go over your testimony and gather and examine documents that will be used. He/she will do the same thing with other potential witnesses. This initial

"prep" meeting will likely happen with each witness or a group meeting with the witnesses, as well as a second "prep" meeting within several days of the hearing for a rehearsal and fine tuning of testimony.

The hearing represents the opportunity for each party to present all evidence in support of their respective positions. At the hearing, witnesses are placed under oath before they testify; the testimony is usually transcribed by a court reporter. Witnesses are free to sit in and observe the proceedings in advance of their testimony. On occasion, witnesses will be sequestered, or removed from the hearing room while other witnesses testify. The primary reason for sequestration is that either party or both seek to have the evidence presented without witnesses hearing what others say which could impact their testimony. Usually this tactic will be utilized when the credibility of witnesses is an issue — where it is a "he said, she said" situation or there are multiple witnesses to the event. An order sequestering witnesses will be issued upon request and it will apply to all witnesses. There is one exception. Each party is entitled to have one person remain in the hearing room to assist the individual handling the arbitration, even if the person assisting will be a witness. After sequestered witnesses have testified, they can remain in the hearing room provided they will not testify again.

Like a court proceeding, an arbitration has direct examination of witnesses (by the person who has called the witness) and cross-examination of witnesses (by

the other side). In addition to oral evidence, there usually will be documentary evidence. Once the side that has the burden to go first has completed its case, the other side will put on its case, calling witnesses and offering documents into evidence. With some exceptions the rules of evidence applicable to court proceedings are followed in arbitrations, although arbitrators have a tendency to allow more leeway and let testimony or documents into the transcribed record despite the rules of evidence.

Once both parties have presented "their side," the party that went first has a opportunity for rebuttal, or presenting evidence to challenge matters that came up in the other party's part of the case. On occasion, the party who proceeded second can present surrebuttal, evidence to challenge matters that came up during rebuttal.

Upon completion of any rebuttal or surrebuttal, the record is closed. The parties and the arbitrator agree on a briefing schedule that usually has the party who goes first submitting its brief within 30 days of receipt of the transcribed record, the other party submitting its brief within 30 days of receipt of the opponent's brief and then the first party has the opportunity for a reply brief within a specified period. After all briefs are submitted, the arbitrator will examine the record, review the briefs and issue his/her decision.



DEALING WITH UNSATISFACTORY PERFORMANCE—THE PIP

By Michael Soehner

The supervisor has a right and a responsibility to consistently receive satisfactory job performance from their employees. It follows that unresolved unsatisfactory performance — failure to meet minimum expectations — can be a legitimate basis for terminating an employee from their job. The performance evaluation process helps employees meet and exceed normal or average expectations. The performance improvement plan (PIP) is a tool we use when the performance evaluation process is not succeeding and the employee's performance is consistently unsatisfactory. The typical PIP is a concentrated and very special form of performance evaluation that includes identification of improvement areas, action plans, specific time periods to achieve results, evaluation methods and a statement of consequences for failure to achieve minimum standards. The primary goal of the performance improvement plan is to help the employee achieve minimum expectations. Once an employee meets minimum expectations they "graduate" from the PIP and return to the traditional performance evaluation process — with the ultimate goal of raising performance to average or even superior performance.

Before you begin a performance improvement process, there are several basic first steps.

Determine the nature of the problem.

Is this a conduct or performance issue? A conduct issue typically involves the employee violating a work rule — such as unexcused or excessive absenteeism. While the employee is not doing their work during the absence and consequently failing to meet performance objectives, the real nature of the problem is attendance, not performance, and the

remedy is to address the conduct rather than develop a performance improvement plan. Conduct issues are best addressed through the traditional progressive disciplinary process. Performance failures are best addressed using the PIP. It is important to keep the two processes separate. While both have the same goal to change behavior, they have distinctively different processes.

Assess your role as the supervisor in the failure to perform. If it is performance rather than conduct, you need to assess the causes for failure. What steps have you taken as the supervisor to help the employee meet minimum standards? Are your performance expectations clear, reasonable and within the employee's control? Do you provide adequate and timely performance feedback? Have you taken steps to remove obstacles which prevent successful performance? These may include the employee's deficiency in knowledge or training, or inadequate work resources. Sometimes there are issues that adversely affect performance that need to be addressed through a referral to the Employee Assistance Program (EAP) (see article on page 5). Many times if you successfully address these obstacles, the unsatisfactory performance issues resolve themselves without implementing a performance improvement process. If the employee's performance still is unsatisfactory, then proceed to a PIP.

Determine required steps for implementing a PIP. Most agencies have developed a PIP process specific to their agency. Some use a different name such as Concentrated Performance Planning and Development (CPPD) or Concentrated Performance Evaluation (CPE) but the concept is the same. In each plan, there is a mandatory process which must be followed. Most union contracts have very specific requirements when implementing a performance improvement plan, including

notice to the union and union involvement at various stages of the process. Failure to follow agency and union procedural requirements may prevent you from using all the tools you have available to change behavior including progressive discipline. Contact your human resources office if you have any questions on the proper steps to implement a PIP.

Implement the PIP. Be persistent and follow your performance improvement plan. Don't skip any steps and make sure you honor all of your commitments in the plan to help the employee succeed. Most employees want to succeed and can with the proper assistance. If it turns out that the employee is a mismatch to their current job and continues to be unable to meet minimum expectations, check with your agency human resources staff to find out if placement in a different position, where they can succeed, is feasible. If all else fails, the last resort is separation from state service. It has been said by many that separation from service is a complex and difficult process. It should be. All employees deserve a fair chance to succeed. And all supervisors have the right and responsibility, as part of their job, to consistently receive a least minimum performance from each employee. The PIP is intended to ensure that the employee and supervisor both have a fair chance to succeed.

"It takes courage to realize that you are greater than your moods, greater than your thoughts, and that you can control your moods and thoughts."

*Unknown
From "First Things First" Calendar*

EAP—DON'T GO TO WORK WITHOUT IT

By Bob Van Hoesen

We probably all know that EAP stands for the Employee Assistance Program — but what does EAP really mean? And how does it operate? How can managers and supervisors make it work effectively for their organizations?

EAP is a confidential, voluntary work-site program to assist state government employees (and their families) affected by behavioral, medical or productivity concerns or problems. EAP helps in the prevention, identification and resolution of these problems and concerns. These problems include, but are not limited to, health, stress, work, alcohol and other drug abuse, etc.

EAP is not a way for employees to escape disciplinary consequences and the employee is still expected to meet performance standards.

The EAP program is structured differently in each state agency. Some agencies (e.g., DOT, DMA, DOR, DWD and PSC) contract with a private vendor to handle employee contacts. Most other agencies have an internal model that relies on fellow employees (EAP coordinators) to be the first line of contact. In either case, there is someone for employees to talk to when they have a problem, question or issue. The private vendor or EAP coordinator will try to identify resources or outside organizations to help the employee.

However, EAP is more than an employee referral service. EAP should be a key component of every agency's management strategy.

- If there's an agency or unit reorganization, EAP should be there.
- If there's a critical incident or death in the workforce, EAP can arrange debriefing or grief sessions.
- When employees are at risk or are being laid off, EAP can suggest

sensitive ways of breaking the news and handling employee reactions.

- When workplace conflict increases or morale plummets, EAP should be involved.

If you're not exactly sure how (or if) EAP can help, just ask!

An overview of EAP can be found at http://oser.state.wi.us/section_detail.asp?linkcatid=332&linkid. There you'll find resources for "EAP Staff, Managers and Supervisors," a list of agency EAP Directors, plus a wealth of content to help employees and management cope with changes in the workplace.

For more information, contact your EAP Director or Bob Van Hoesen, statewide EAP coordinator at OSER, (608) 267-1003 or bob.vanhoesen@oser.state.wi.us.

EAP – don't go to work without it !

WISCJOBS PROVIDES COMPLETE JOB LISTING!

By Bob Van Hoesen

Effective July 1, 2004, the WiscJobs website (<http://WiscJobs.state.wi.us>) became the official site for a complete listing of state job opportunities. The familiar printed version of the *Current Opportunities Bulletin (COB)* will no longer be a complete job listing.

State agencies now have the option to publish many professional, supervisory and management jobs only on the web. To ensure they're viewing a complete list of all job opportunities, applicants should go to WiscJobs!

This change has been made to permit quicker hiring decisions that will benefit both job-seekers and state agencies — quicker job choices for

job applicants and faster hires for agencies. The change will also reduce costs, increase efficiency and promote applicant use of on-line exams, another valuable feature of WiscJobs. OSER and other agencies have been encouraging potential job applicants to consult WiscJobs as the most effective way to provide timely notice of employment opportunities.

If applicants do not have internet access at home, they can go to the following locations where internet access may be available for employment searches:

- Government Offices
- Community Organizations
- Job Centers
- Community Centers
- Local Libraries
- Internet Cafes

- Universities
- Family/Friends
- Tech Colleges
- Churches
- Schools
- Work

On WiscJobs, applicants can

- Search current state employment opportunities,
- Find out how to apply for state jobs,
- Use a job cart to manage their employment search,
- View and update their exam and contact information, and
- Get their exam scores.

OSER will continue to explore ways of using technology to improve the state's human resources activities.

STATE AGENCIES EXCEED W-2 HIRING GOALS



By Kathryn Moore

State agencies met their overall W-2 hiring goals in FY04 with 129 hires. This is 5.3% of the 2414 new original appointments and exceeds the FY04 hiring goal that was set at 5% of new original appointments.

We commend agencies for exceeding their W-2 hiring goals and we encourage agencies to continue their efforts in hiring W-2 job seekers.

Below is a summary of the tools that state agencies may use to recruit and hire W-2 job seekers:

- W-2 certification process where the agency requests a list of W-2 job seekers to interview and hire.
- The Administrative Support Training and Experience Questionnaire (ASTEQ), a take home office support

exam limited to W-2 job seekers. This recently was placed on the WiscJobs website and has been used by over 350 applicants statewide.

- Community Service Jobs (CSJ), training positions which are coordinated with W-2 agencies and allow job seekers to receive the training that will help them become self-sufficient, successful employees.
- Limited term employment (LTE), the state's temporary positions, allows job seekers to get their foot in the door and learn about state service.
- Targeted recruitment efforts coordinated with the W-2 agencies to interest job seekers in applying for state positions.

Please contact Kathryn Moore at (608) 266-9472 or Jean Fillner at (608) 266-2705 for additional information or assistance with any of these programs.

US DEPT. OF LABOR UPDATES FLSA OVERTIME EXEMPTION REGULATIONS

By Wil Mickelson

The United States Department of Labor (DOL) revised its Fair Labor Standards Act (FLSA) overtime exemption regulations effective August 23, 2004.

The FLSA regulations require that most employees be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours per workweek. It also defines which employees are exempt from these regulations and do not need to be paid such rates for overtime hours worked.

These changes are important because it's been almost 55 years since the job duty requirements were updated and almost 30 years since the salary test was updated. The changes have been somewhat controversial and there has been a lot of media coverage regarding the FLSA.

The following link leads to the new regulations that are posted on the DOL website: <http://www.dol.gov/esa/regs/compliance/whd/fairpay/regulations.htm>

DOL developed a variety of educational materials, including

video tutorials and fact sheets, to assist employers and employees in understanding the new regulations. The following link leads to the DOL website where these materials are posted: <http://www.dol.gov/esa/regs/compliance/whd/fairpay/main.htm>

State Department of Workforce Development Overtime Provisions

The State of Wisconsin Department of Workforce Development (DWD) has its own overtime provisions. DWD is not adapting the federal FLSA rule revisions and will continue to apply the currently existing DWD provisions. DWD's provisions are similar to the old federal FLSA regulations that existed prior to August 23, 2004.

Wisconsin employers are required to apply the state or federal overtime provisions that are most beneficial to and protective of employees. DWD posted a chart comparing the state and federal FLSA regulations that identifies which rules are more stringent and should be applied:

http://www.dwd.state.wi.us/er/labor_standards_bureau/ls_pdf_files/ot_doc_for_website.pdf

FLSA (CONT.)

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An important example of applying the more stringent state regulation pertains to disciplinary suspensions without pay for exempt employees. Although the new federal regulations allow exempt employees to be suspended for disciplinary purposes for one day, Wisconsin employers are required to apply the more stringent state regulations, which requires that exempt employees **not** be suspended for disciplinary purposes for periods of less than one workweek (five work days).

Effect of the New Regulations On Wisconsin State Government Employees

The Office of State Employment Relations (OSER) is in the process of reviewing employees in Wisconsin Classified Civil Service to ensure that the state is in compliance with the new

FLSA regulations. At the time this article was written, the review had not yet been completed.

OSER does not anticipate many changes in State of Wisconsin employees' FLSA status as a result of the new regulations. As Ms. Michelle Lenkaitis, Assistant Director of the Wage and Hour Division Madison Office said, the new regulations are primarily a clarification of the previously existing rules, with more examples provided of appropriately exempt and nonexempt employees.

Where to Obtain Additional Information

If you have specific questions pertaining to state employees' FLSA status, please contact your Agency Human Resources Office. If they are unable to answer your question, they will work with OSER to research and answer questions.

DISCOVERING WELLNESS IN RISK MANAGEMENT



Please join us for the 2004 State Risk Management Conference being held November 3-4, 2004 at the Exhibition Hall of the Alliant Energy Center in Madison, Wisconsin.

During the conference, we intend to provide you with up-to-date information on topics that are being addressed in the workplace. The sessions cover many vital risk management issues, such as state risk financing, the use of state vehicles, water damage claims, and the impact of an aging workforce.

The conference will begin at 12:30 p.m. on Wednesday, November 3 with a keynote presentation by Helene Nelson, Secretary of the Department of Health and Family Services. On Thursday, November 4, we will close the conference with a speaker discussing "Tapping in to Workplace Wellness." The conference will conclude by 2:00 p.m. This schedule allows our out of town attendees to budget for only one night stay. We are hopeful this two-day conference will allow maximum agency participation.

Who Should Attend?

- ❖ Agency Senior Managers
- ❖ Agency Risk Management Personnel, Worker's Compensation, Property & Liability & Safety Officers
- ❖ Buildings & Grounds Personnel
- ❖ Human Resource Personnel
- ❖ Healthcare Personnel
- ❖ Health & Safety Team Members
- ❖ Budget & Financial Staff that work with risk management claims
- ❖ State Employees interested in risk management and health and safety issues

Why Attend the Conference?

- ❖ Receive an overview of current risk management issues that affect your program
- ❖ Meet other state risk management professionals and share your experiences with them
- ❖ Gain recognition for risk management efforts within your agency
- ❖ Meet with state-contracted risk management vendors
- ❖ Introduce new staff to the area of risk management
- ❖ Recharge your batteries

We hope to see you in November! Please contact the Bureau of State Risk Management for more information or visit the conference website at www.doa.state.wi.us/risk_conference. Online registration is available for all attendees.

WORKPLACE DIVERSITY MANAGEMENT

BEST PRACTICES SERIES (#1)

By Lai Wong

Are you a diversified employer? Are you having difficulty attracting qualified applicants or retaining good employees? Have you noticed more new immigrants and/or people with different cultural backgrounds in your customer base? Do you want new ideas and a fresh outlook to improve the services, productivity and profit at your workplace? Getting answers to these questions are some of the reasons many Fortune 500 employers are driven to the top of the diversity employers' list. Why has diversity become a hot topic in private enterprises beyond academic, social and political discussions? As Barbara Frankel and Yoji Cole point out in DiversityInc Magazine, the top diversity companies gain enormous competitive business advantage with recruits, existing employees, consumers and investors.

To demonstrate the rewards of building competitive business advantages in your workplace, we would like to showcase our previous State Council of Affirmative Action Diversity Award* winners. What are the secrets for their selection to be the top diversity state agency or university campus? From these winning entries, which management best practices can we learn from and emulate?

The first agency we would like to highlight is the Wisconsin State Public Defender (SPD), the diversity award winner for 2003. Its approach is basic and yet very effective in diversifying its workforce, particularly in professional and supervisory positions. SPD's diversity strength lies in three areas. The first area is its strong leadership commitment as shown in its strategic and action plan. SPD's leadership team uses

diversity representation as a performance measure on a regular basis. To improve its hiring process, a leadership team member is involved in all selection interviews. The SPD also speaks with action by having diverse representation in its supervisory and management ranks, and leadership team.

Recruitment is its second area of diversity strength. SPD consistently conducts outreach to a wide variety of school, church, college, professional, and other community organizations. It promotes targeted internships to minority students. It also attends job fairs at racial/ethnic minority conferences and racial/ethnic minority educational institutions, such as the Wisconsin Association of Black Public Sector Employees conference. In addition, it maintains individual contacts and offers resume review for prospective minority applicants. SPD uses balanced interview panels in its candidate selection process. Moreover, SPD revised its job testing process to provide better access to applicants.

Employee satisfaction is the third area of diversity focus in SPD. The agency uses employee surveys and exit surveys of terminating employees to detect issues in training, retention and promotion. Its policies on harassment and/or discrimination are communicated to employees during new hire orientation. It works to increase cultural competency of employees. Lastly, SPD's offices are reviewed and updated with evacuation plan to ensure accessibility to persons with disabilities.

*The State Council on Affirmative Action's web site for its diversity award is <http://oser.state.wi.us/subcategory.asp?linksubcatid=669>.

DIVERSITY POEM

As I gaze into the mirror I see
myself as others do:
They miss what I am inside.
They miss what I know is true.
I want them to see pride.

My heritage as I do see,
Taken for granted through others' eyes.
If only they could see me be-
Myself. There's more to me than what my reflection implies.

Mere images can be misleading,
Recalling generations past.
From my soul proceeding,
The essence of me at last.

This was written by an 11th grader at Sun Prairie High School.

RISK MANAGEMENT SUPERVISORY SEMINAR

FOR NEW—AND CURRENT—STATE SUPERVISORS / MANAGERS

*Offered by the DOA Bureau of State Risk Management, this **no-cost** seminar will provide you with the knowledge, skills and resources you need for managing workplace health and safety of state employees. Topics include the following:*

Property and Liability:

Worker's Compensation:

Safety and Health Fundamentals:

Accident Investigation and Analysis:

This training is endorsed by the State Risk Management Council, the State Training Council, and the Office of State Employment Relations.

DATES: Tuesday, November 16, 2004 – Yahara Room
Monday, December 6, 2004 – Yahara Room

INSTRUCTOR(s): DOA State Risk Management Program Managers

TIME: 12:30 pm to 4:00 pm – all sessions

LOCATION: Department of Administration
101 E. Wilson Street, Madison WI

REGISTRATION COST: None - to register, contact BSRM at
http://www.doa.state.wi.us/training/course_list.asp

ENROLLMENT LIMIT: 20

OSER TRAINING CALENDAR

By Robert Toomey

The Office of State Employment Relations (OSER) offers several training programs to enhance the knowledge and skills of agency supervisors, managers, and human resource staff.

- **AA/EEO Training for Agency Staff:** Check our web site for information on customized training options.
- **Accelerated Labor Relations (ALR)** program for supervisors & managers: October 19-20-21 (Wausau); November 16-17-18 (Madison); and December 14-15-16 (Madison).
- **Classification Training** for HR staff: May 3-4-5, 2005; August 9-10-11, 2005; November 1-2-3, 2005. (The 2004 sessions are full.)
- **Employee Assistance Program (EAP) Coordinator Training:** Check our web site for future sessions.
- **How to Advance in the Wisconsin Civil Service:** November 9 (morning).
- **Management: Leadership** for new supervisors: November 17-18 and December 7-8.
- **Management: Personnel Administration** for new supervisors: December 14-15-16. Spring 2005 sessions to be announced soon.
- **Recruitment/Selection Training for HR/Personnel Specialists:** Check our web site for future sessions.

Further information on these training programs — course descriptions, schedules, and how to register — is available in the Training section of the OSER web site at <http://OSER.state.wi.us>. The OSER Training web page also includes "Learning Links" to other sources of training, and information on the Wisconsin State Training Council.

STATE TRAINING CONFERENCE

By Robert Toomey

The Wisconsin State Training Council is planning its fourth annual conference to be held March 3, 2005, at Monona Terrace Convention Center. The conference provides a low-cost, high-value learning opportunity for people who work in the training, education, and human resource areas. The conference theme is "Tools, Techniques and Trends" and the keynote speaker is Pat Alea. Please visit the conference web page for more information: <http://www.ohrd.wisc.edu/wstc>.

The Wisconsin State Training Council is an association of training representatives from state agencies. 2004 officers are:

- Chair: Ralph Schwartz, Department of Natural Resources;
- Vice Chair: Sharon Mylrea, Department of Transportation;
- Immediate Past Chair: Kay Lawrence, Department of Public Instruction
- Secretary-Treasurer: Mark Isenberg, Public Service Commission

For more information on the Wisconsin State Training Council, visit its web page which is located on the OSER web site, <http://OSER.state.wi.us>, within the Training section.

"Without training, they lacked knowledge.

Without knowledge, they lacked confidence.

Without confidence, they lacked victory."

Julius Caesar



We're on the Web!
Oser.state.wi.us

October 2004

Editorial Staff:

? Editor: Pat Waterman

? Editorial Board:
 Susan Crawford
 Demetri Fisher
 Wil Mickelson
 Kathryn Moore
 Michael Soehner
 Robert Toomey

? Director: Karen Timberlake

? Executive Assistant:
 Susan Crawford

101 E. Wilson St.
 Madison, WI 53703

Phone: 608-266-9820
 Fax: 608-267-1020
 Web site: <http://oser.state.wi.us>

OSER WEBSITE BASICS

By Pat Waterman

The OSER website is a great resource for your HR related questions. Here is a "map" to save you some time when you are looking for something. Go to <http://oser.state.wi.us>. On the Welcome page you will see tabs for Home, About OSER, Employee Programs, Human Resource Services, Jobs, Reference Center, and Training. Many of these websites have been referenced in this newsletter. Included under Quick Links are the following:

What's New;
 Employee Benefits;
 Most Populous Classes by Bargaining Unit;
 NAVITUS newsletter Summer 2004;
 Overview of 3-tier Health Insurance Model;
 U.S. Dept. of Labor New FLSA Regulations;
 WiscJobs--State of Wisconsin Job Opportunities;
 Workforce Fact Book;
 Workforce Planning for Wisconsin State Government;
 Workforce Reduction Resources

We urge you to use our website and hope you will find it a very useful tool in managing your state employment and duties.

The "Year of Wisconsin Civil Service" - Wisconsin's Civil Service Turns 100 Years Old in 2005!

On June 16, 1905, Governor Robert M. La Follette signed into law Chapter 363, effectively creating Wisconsin's Civil Service System. Wisconsin was the third state in the country to enact such a law.

For 100 years, this system has stood as a foundation upon which thousands of Wisconsin state employees have built their careers. To this day, it remains one of the most comprehensive civil service systems in the nation, yet flexible enough to embrace innovations over time such as civil rights and labor unions.

In 2005, the Office of State Employment Relations will sponsor a number of different events showcasing the centennial of this historic law. Plans are in the works for exhibits, school visits, a publication and other events. Keep your eyes on OSER's web site for historic tidbits and updates as they become available. Celebrate Wisconsin's employees and our Civil Service System with us!



**Wisconsin
 Civil Service turns
 100 Years Old!**

CONTRIBUTOR SPOTLIGHT

Wil Mickelson — Wil is a Executive Human Resources Officer with the OSER Division of Merit Recruitment and Selection.

Kathryn Moore — Kathryn is a W-2 recruiter in the SEO team within the OSER Division of Merit Recruitment and Selection.

Lai Wong — Lai is an AA/EEO Analyst with the OSER Division of Affirmative Action.

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